

CAD PROJECT CHARTER 1

Project Name: Computer Aided Dispatch (CAD)

Agency: ND Department of Emergency Services (NDDDES)

Business Unit/Program Area: Division of State Radio

Project Sponsor: Russell Timmreck, Director, Division of State Radio

Project Manager: Christy Smith

Project Background:

North Dakota's Department of Emergency Services (NDDDES), Division of State Radio ("State Radio"), seeks to acquire and implement Computer Aided Dispatch (CAD). CAD is a method of dispatching emergency services assisted by computer. Using CAD, persons in a dispatch center are able to easily view and understand the status of all units being dispatched. CAD provides displays and tools so that the dispatcher has an opportunity to handle calls-for-service as efficiently as possible.

Due to the nature of this project, the Business Case will be supported by three individual charters. Charter 1 will involve requirements gathering, Request for Information (RFI) development, and cost estimating. This will provide the Department of Emergency Services and project stakeholders with general licensing and hosting costs for budgetary purposes.

If adequate information is received to move forward, a subsequent Charter 2 will authorize a formal Request for Proposal (RFP) selection process. If satisfactory proposals are received to allow for the selection of a CAD vendor, a subsequent Charter 3 will authorize acquisition, implementation, configuration, support, and training of a CAD system.

Project Scope:

In Scope

The scope of Charter 1 is restricted to the following:

- Create a stakeholder group with a broad range of expertise to determine specific needs of CAD, and specific functions required by the State's implementation
- Conduct high level agency requirements analysis
- Conduct research to gather background CAD information and related vendor and industry information
- Collect data from the current processes to determine our measurements for objectives in the Implementation Charter (Charter 3)
- Develop and issue an RFI
 - Identify potential vendors
 - Review and analyze responses
 - Conduct product demonstrations
- Determine product pricing range

Out of Scope

The following are not included in the scope of Charter 1. These may be included in Charter 2, but are dependant on the outcome of Charter 1 and potential funding.

- Formal RFP and toolset selection
- Acquisition
- Implementation
- Configuration
- Support
- Training

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Project Objectives:

The project objective below is intended to reflect only those goals noted in the Business Case which are directly related to Charter 1.

- The objective of this Charter is to advertise an RFI and receive responses in order to prepare and advertise an RFP. Information received from the RFI process will be used to find out more about CAD systems, and to be better informed to write an RFP. The success of meeting this objective will be determined by whether responses were received from the RFI that provide information necessary to make a Go/No Go decision regarding Charter 2.

Required Resources:

Resources required to complete this Charter are three-fold. The State Interoperability Executive Committee (SIEC) will be responsible for reviewing the status at project milestones, and recommending significant changes to the project plan. The Committee will approve end-state objectives for the CAD, as established by the Project Sponsor. The SIEC Committee will meet at the call of the Chairman.

- General David Sprynczynatyk, Adjutant General / Chairman
- Russ Timmreck (Project Sponsor), Division of State Radio
- Greg Wilz, ND Division of Homeland Security
- CW3 Kari Pearson, ND National Guard
- Tammy Lapp-Harris, Emergency Management Association
- Russ Buchholz, ND Department of Transportation
- Captain David Kleppe, ND Highway Patrol
- Mike Dannenfelzer, ND 9-1-1 Association
- Chief Bruce Hoover, ND Fire Chiefs' Association
- Sheriff Gary Sanders, ND Sheriffs' Association
- Dan Schaefer, ND Emergency Medical Association

A Technical Group will be responsible for identifying requirements and making recommendations for decisions to the Project Sponsor. The Technical Group will oversee the project, resolve decision conflicts, and provide overall direction to the project efforts. The Technical Group will assist the project manager to develop a project plan including task details, budgets, schedules, risk management plan, scope control plan, communications plan, and other project planning documents. The Technical Group will perform tasks as needed to ensure successful completion of the project, and is authorized to plan this project. The Technical Group will meet weekly, or on a more frequent basis as defined in the project plan.

- Russ Timmreck (Project Sponsor), Division of State Radio
- Larry Ruebel, Division of State Radio
- James Boehm, Division of State Radio
- Jim Crow, Division of State Radio
- Carrie Oswald, ND Highway Patrol
- Sarah Keney, ND Highway Patrol

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In addition, Stakeholder Representatives will participate on an as-needed basis to provide input, research, subject matter expertise, and advice to the Technical Group during the RFI process. The Stakeholder Representatives will serve in an advisory capacity to the Technical Group.

- Rosalie Doerr, Division of State Radio
- William Haas, Division of State Radio
- Charles Hendrickson, Division of State Radio
- Erik Johnson, Division of State Radio
- David Kulackoski, Division of State Radio
- Olaf Lillestol, Division of State Radio
- Brian Sauter, Division of State Radio
- Robert Tracy, Division of State Radio
- Charles Weisser, Division of State Radio
- Capt. Erik Pederson, ND Highway Patrol
- Sheriff Gary Sanders, ND Sheriffs' Association
- Russ Buchholz, ND Department of Transportation
- Lynn Woodall, Morton County
- Dwight Offerman, Bismarck Police Department
- Gordon Christianson, CJIS
- Bob Nutsch, GIS
- Mike Dannenfelzer, 9-1-1 Association
- Selectee, Health Department, Emergency Services Division
- Selectee, APCO
- Selectee, EMA
- Selectee, Firefighters Association

Constraints:

- Entire project will be completed by 30 June 2009 (budget allocation tied to current biennium)
- Entire project budget is set at \$980,000
- Stakeholder Representatives' meeting time and travel expenses are not reimbursable
- Scope, schedule, quality and budget constraints may be in conflict; the sponsor's priorities are:
 1. Budget
 2. Schedule
 3. Quality
 4. Scope

Assumptions:

- State Radio will involve other CAD users from within the state
- State Radio and other agencies served by the end product will be open to changing their procedures to accommodate CAD
- Some State Radio infrastructure will need to be upgraded (scope of upgrades is not a part of this project)
- Personnel resources will be available to attend meetings needed for the RFI process
- The required scope can be obtained within the constraint of the appropriated funding
- Vendors will provide timely responses to the RFI
- Product demonstrations will be available at no cost via Webex or other means

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Project Authority:

Authority to proceed with Charter 1 is granted to the Project Manager, Christy Smith. Any diversion from the aforementioned scope which would materially impact the overall scope, or incur cost, must be approved by the Project Sponsor.

The Project Manager is authorized to utilize the resources necessary to plan Charter 1 based on the information above and will be required to receive sign-off on the project plan prior to execution.

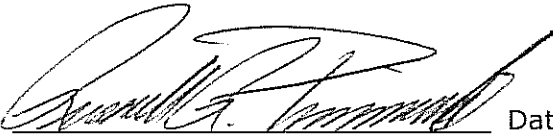
Project Charter Approval

Project Sponsor Name: Russell R. Timmreck

Action: Approve: ☒ Reject: ☐

Comments:

Project Sponsor Signature:



Date: 29 FEB 08

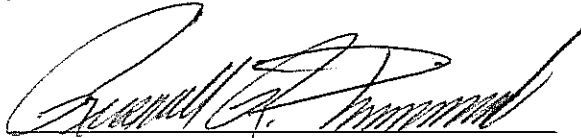
Agreement to Secure Required Resources

Approver Name: Russell R. Timmreck

Role: Project Sponsor

Approver Comments:

Approver Signature:



Date: 29 FEB 08